



UNIT/PROGRAM NAME: Physical Plant / Eng. Services
OFFICE OF PRIMARY RESPONSIBILITY: Engineering Services
ASSESSMENT COORDINATOR: Jeff Beaver
SUBMISSION DATE OF THE REPORT: Wednesday, November 07, 2018

ACADEMIC YEAR 2017-2018

INSTRUCTIONS:

To comply with institutional effectiveness expectations, units/programs MUST:

- identify expected outcomes,
- assesses the extent to which it achieves these outcomes, and
- provide evidence of improvement based on analysis of the results

Guidance for preparing Unit Goals and Indicators of Success Reports:

- These reports should demonstrate on-going planning and assessment in each area. The results assist in decision making about curricular and programmatic revisions.
- Describe your Unit/Program Goal. Think about adding new goals or modifying previously reported ones.
- Choose a “Pillar for Success” from Lander’s Strategic Plan that your goal best aligns with.
- Timeframe: Each report should use data from the past year. For the Fall 2018 report you should use data from the Academic Year 2017-2018 or Calendar Year 2017. Historical data should be referenced in the Review and Summary of Expected Outcomes section if applicable.
- Use multiple assessments (Indicators of Success) for each Unit Goal if possible. *If this is a new goal, you may not have collected data yet. This is acceptable and should be indicated.
- Assessment Instruments: Develop and/or use methods and instruments that are uniquely suited to the Indicators of Success.
- Review and Summary of Expected Outcomes:
 - If you are using a goal that you have submitted in the past, please provide a narrative that includes an analysis of historical data and current data. It should include evidence of improvement or clarification of why improvement has not been accomplished. It should include a summary of what steps can be taken to accomplish the goal and what resources are needed to meet the goal or sustain the results.
 - If you are using a new goal and you have collected data, please provide a narrative that includes an analysis of your data and a plan for improvement. This plan should include a summary of what steps can be taken to accomplish the goal and what resources are needed to meet the goal or sustain the results. *If you are using a new goal and have not yet collected data, please provide a summary of why the goal has been added, how meeting this goal would improve your program/unit, and any expectations that you have for it.

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1. UNIT/PROGRAM GOAL 1: To demonstrate the ability to complete Maintenance Work Orders Submitted

1.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: 8. Facilities Positioned for Growth and Efficient Utilization

1.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: Fiscal Year 2017-2018

1.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES¹

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
1.3.1. Percent of Custodial Work Orders Completed	97% (586 / 604)	Greater than or equal to 92% Work Orders completed	86% to 91% Work Orders completed	Less than or equal to 92% Work Orders completed	3.00
1.3.2. Percent of Facility Maintenance Work Orders Completed	99.3% (4,544/ 4,578)	Greater than or equal to 92% Work Orders completed	85% to 91% Work Orders completed	Greater than or equal to 84% Work Orders completed	3.00
1.3.3. Percent of Grounds Maintenance Work Orders Completed	97.3% (283/ 291)	Greater than or equal to 93% Work Orders completed	86% to 93% Work Orders completed	Greater than or equal to 85% Work Orders completed	3.00
1.3.4. Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4.	Click here to enter Outcome 4 Summary Data.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does	Outcome 4: Score.

¹ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

		“Meets” the expectations of the unit/program.	expectations of the unit/program.	Not Meet” the expectations of the unit/program.	
1.3.5. Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5.	Click here to enter Outcome 5 Summary Data.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which “Meets” the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 5: Score.

1.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** $(3+3+3) = 9, 9/3 = 3$

1.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
1.5.1.	School Dude "Maintenance Direct" module (maintenance management system used by all South Carolina public institutions)	System used daily, analysis of data completed annually. However, the Custodial Supervisor reviews the work orders daily and monitors the completion success.
1.5.2.	School Dude "Maintenance Direct" module (maintenance management system used by all South Carolina public institutions)	System used daily, analysis of data completed annually. However, the Maintenance Manager and the respective maintenance supervisors reviews the work orders daily and monitors the completion success.

1.5.3.	School Dude "Maintenance Direct" module (maintenance management system used by all South Carolina public institutions)	System used daily, analysis of data completed annually. However, the Grounds Maintenance Supervisor reviews the work orders daily and monitors the completion success.
1.5.4.	Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4.	Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4.
1.5.5.	Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5.	Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5.

1.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: Click here to enter a review date.

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

1.6.1. OUTCOME 1 COMMENTS: The primary functions of the custodial staff include the following:

- Cleaning - main campus and off campus facilities
- Moving – relocating offices, moving furniture, events and furniture setups
- Work Orders – light cleaning and anomalies
- Recycle – pick up cardboard throughout campus
- Garbage – main campus pick up and off campus facilities pick up

The University provides an on-line software system for any individual to submit a potential “Work Order” via the Lander University Website. The only exception to this access is where the Student Housing Department has an agreement with the students who reside in on-campus student housing, to allow the respective Resident Assistants to submit work orders on behalf of their assigned student population. The intent of the work order system is to allow for the reporting of a distressed condition that is in need of maintenance and/or repair. Regardless of who submits the potential work order, once received by the Physical Plant, the Physical Plant has to review and make a determination as to the validity of the work order as a legitimate qualifying condition. Not all work orders received fall within the intent of the work order system and within the scope of the Maintenance Department. The received potential work order will be assigned to one of the following categories:

A. Custodian

1. Work Order Compliments the Daily Assignments: The Custodian Staff is comprised of staff members who have assignments throughout the buildings of the Lander University Campus. If a work order request is received, that can be addressed and resolved during the normal daily cleaning schedule, the staff member will address the issue and sign-off the work order.
2. Work Order Back-log: A work-order is received that cannot be acted on immediately, such as “Please clean all of the carpet in the Education Dept.”. Such a request will have to be scheduled to allow time for the actual cleaning and drying, without interfering with the

normal business hours of the particular department.

3. Deferred Maintenance: If the non-emergency work order requires more budgetary resources than what the university is prepared to allocate, the work request may be classified by the university as a Deferred Maintenance action. This project will be addressed as funding is made available.

(i.e..... the request to clean and re-polyurethane the Johnston Commons)

4. Duplicate: If the work order received is a duplicate of a request already received, the work order will be signed off as a duplicate, without any custodian effort committed to request. The original condition reported, will be resolved per the work order already received.

5. Declined: If the work order request falls outside of the scope of the Maintenance Department, the Physical Plant Staff member will decline the request. (i.e.....Please clean-out my personal refrigerator in my office) No further action is required on this request. Based on the collectivity and historical pattern of total received Custodian work orders, for reporting standard purposes, the Physical Plant defaults to the following proportionality of total received work orders:

92% - Compliments Daily Assignments

3% - Back-Log

2% -Deferred Maintenance

1% -Duplicate

2% - Declined

The year to year individual numbers and percentages do vary. Therefore, excluding the 8% (+/-) allocated for all non-maintenance scope work orders, the remaining 92% Custodian Scope work orders is the Physical Plant measurement standard.

1.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** There has been a stabilization of the Physical Plant Custodial Workforce, and increased emphasis of the “due diligence” required to maintain accurate records by both the Physical Plant administrative staff as well as department supervisor. Recently, there have been a couple of retirements, resulting in departmental openings. Fortunately, the supervisor has been successful identifying qualified and motivated candidates. The infusion of “new” blood has made a noticeable impact on the success of the department. The replacement of “worn-out / poor performing” equipment (vaccums, floor scrubbers, etc...) has contributed to the staff’s performance. The recently acquired American Legion Building will require additional staffing (full-time or part-time) to maintain the building. The schedule of university events and utilization is being determined at this time.

1.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Any and all vacant Custodial positions needs to be filled with a qualified person as quickly as possible.

1.6.2. **OUTCOME 2 COMMENTS:**

1. Maintenance Department Maintenance Department Scope:

If the work order request falls within the scope of the Maintenance Department, the Physical Plant Staff member assigns the work order to the respective maintenance trade:

Electrical
Mechanical/ HVAC
Mechanical/ Plumbing, Minor Maintenance
Construction

The work orders are prioritized and acted on accordingly. Of course the emergency condition is acted on first. Once the condition has been resolved, the work order is signed-off by the maintenance staff member who performed the work.

2. Project:

If the non-emergency work order requires more resources (budget and/or actual time to address the condition) than maintenance staff member or members can provide within their normal duties, the request will be signed-off and re-categorized as a project. The project will be funded, scheduled, and executed as prioritized by the University.

3. Deferred Maintenance:

If the non-emergency work order requires more budgetary resources than what the university is prepared to allocate, the work request may be classified by the university as a Deferred Maintenance action. This project will be addressed as funding is made available.

4. Duplicate:

If the work order received is a duplicate of a request already received, the work order will be signed off as a duplicate, without any maintenance effort committed to request. The original condition reported, will be resolved per the work order already received.

5. Declined:

If the work order request falls outside of the scope of the Maintenance Department, the Physical Plant Staff member will decline the request. (i.e.....Please defrost my personal refrigerator in my office) No further action is required on this request.

Based on the collectivity and historical pattern of total received work orders, for reporting standard purposes, the Physical Plant defaults to the following proportionality of total received work orders:

- 92% - Maintenance Department Scope
- 2% - Project
- 2% -Deferred Maintenance
- 2% -Duplicate
- 2% - Declined

The year to year individual numbers and percentages do vary. Therefore, excluding the 8% (+/-) allocated for all non-maintenance scope work orders, the remaining 92% Maintenance Scope work orders is the Physical Plant measurement standard.

1.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** There has been a stabilization of the Physical Plant Workforce, and increased emphasis of the “due diligence” required to maintain accurate records by both the Physical Plant administrative staff as well as the individual tradesman. Improved records can be attributed to the distribution of a Lander University School-Dude I-Pad, allowing the tradesman to sign off workorders remotely from the site of the workorder. Currently, due to a recent

retirement in the HVAC area, the university is currently conducting a search for a qualified replacement. A prolonged vacancy, by increasing the work load on the remaining staff, will have a negative influence on the now successful completion rate.

1.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** The vacant HVAC position needs to be filled with a qualified person as quickly as possible.

1.6.3. **OUTCOME 3 COMMENTS:**

Grounds Maintenance Department:

1. Work Order Compliments the Daily Assignments: The Grounds Maintenance Staff is comprised of staff members who have daily assignments throughout the Lander University Campus that complement the three tiers of zonal grounds maintenance. If a work order request is received, that can be addressed and resolved during the daily schedule, the staff member will address the issue and sign-off the work order.

2. Projects: A work-order is received that cannot be acted on immediately, such as "Please trim all of the trees in the Sproles' Parking Lot". Such a request will have to be scheduled to allow for a safe time when the parking lot is free of vehicles, the proper resources and equipment have been allocated, and there is time for the execution of the maintenance task to include clean-up.

3. Deferred Maintenance: If the non-emergency work order requires more budgetary resources than what the university is prepared to allocate, the work request may be classified by the university as a Deferred Maintenance action. This project will be addressed as funding is made available. (i.e..... the request to laser grade and re-sod the campus intramural field).

4. Duplicate: If the work order received is a duplicate of a request already received, the work order will be signed off as a duplicate, without any grounds maintenance effort committed to request. The original condition reported, will be resolved per the work order already received.

5. Declined: If the work order request falls outside of the scope of the Grounds Department, the Physical Plant Staff member will decline the request. (i.e.....Please trim the tree limbs on the neighboring property, where I turn to go home in the afternoon) No further action is required on this request.

Based on the collectivity and historical pattern of total received Grounds Maintenance work orders, for reporting standard purposes, the Physical Plant defaults to the following proportionality of total received work orders:

93% - Compliments Daily Assignments

2% - Back-Log

2% - Deferred Maintenance

1% - Duplicate

2% - Declined The year to year individual numbers and percentages do vary. Therefore, excluding the 7% (+/-) allocated for all non-

grounds maintenance scope work orders, the remaining 93% Grounds Maintenance work orders is the Physical Plant measurement standard.

1.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** The Supervisor has been successful identifying qualified and motivated candidates for the couple of openings that have occurred within the department. The infusion of "new" blood has made a noticeable impact on the success of the department. The ever constant need of replacement of "worn-out" equipment (mowers, edgers, etc..) is

ongoing. The university has demonstrated responsibility in addressing this need. The department is relying heavily on labor being provided by Student Workers and temporary labor..

1.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** New equipment will be placed into services immediately after acquiring.

1.6.4. **OUTCOME 4 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

1.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** Click here to enter dollar amount/other resources required.

1.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

1.6.5. **OUTCOME 5 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

1.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** Click here to enter dollar amount/other resources required.

1.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

1.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

There is the ever constant goal to meet the expectation of the university. Recognizing that ideal conditions do not always exist: there will be personnel issues, salary deficiencies, equipment performance deterioration, equipment break-downs, and weather will hinder and effect our planned operating schedules. Whenever or if the university acquires additional property or facilities, the assesment on the Physical Plant's ability to support, must be reviewed and considered.

1.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: The respective departments of the Physical Plant will continue to inform the Administraton on the status of the resources (labor and equipment) and the state of readiness to meet the challenges of supporting and improving the campus operations and facilities. Regardless, we are always seeking ways to operate "more" efficiently and cost effectively.

2. UNIT/PROGRAM GOAL 2: To complete projects as directed and funded by the University Administration

2.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: 8. Facilities Positioned for Growth and Efficient Utilization

2.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: Fiscal Year 2017 - 2018

2.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES²

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
2.3.1 Percent of significant Grounds Maintenance Projects by the anticipated completion date	3/3	Greater than or equal to 95% Projects Completed	85% to 94% Projects completed	Less than or equal to 84% Projects Completed	3.00
2.3.2 Percent of significant Physical plant Projects completed by the anticipated completion date	88% (45/51)	Greater than or equal to 90% Projects Completed	80% to 89% Projects completed	Less than or equal to 79% Projects Completed	2.00
2.3.3 Percent of significant Engineering Services Projects completed by the anticipated completion date	90% (18/20)	Greater than or equal to 90% Projects Completed	80% to 89% Projects completed	Less than or equal to 79% Projects Completed	3.00
2.3.4 Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4.	Click here to enter Outcome 4 Summary Data.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does	Outcome 4: Score.

² Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

		“Meets” the expectations of the unit/program.	expectations of the unit/program.	Not Meet” the expectations of the unit/program.	
2.3.5. Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5.	Click here to enter Outcome 5 Summary Data.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which “Meets” the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 5: Score.

2.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** $(3+2+3) = 8, 8/3 = 2.67$

2.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
2.5.1.	Grounds Maintenance Records and Procurement Records	Annually
2.5.2.	PhysicalPlant Records and Procurement Records	Annually
2.5.3.	Engineering Services Records, Lander University Procurement Records, and if applicable, Office of the State Engineer’s Office records	Annually
2.5.4.	Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4.	Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4.

- 2.5.5. Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5. Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5.

2.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: Click here to enter a review date.

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

2.6.1. **OUTCOME 1 COMMENTS:** In setting our expected outcomes, we have taken into account the fact that each year a certain number of days are lost due to inclement weather (rain, snow, ice, etc..). The Ground Maintenance Projects are generated by requests from the Administration or suggestions from the staff members of the Grounds Crew. In either case, if the expenditure of labor and/or monetary expenses, the approval of the university must be secured prior to commencing.

2.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Continued monitoring of the Ground's Maintenance Staff and the forecasted campus projects. Based on the complexity factor of a respective project, outside contractors may be procured to lead or assist in the project.

2.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** All procured resources (materials and/or labor), will have to secure the University's approval, prior to commencing.

2.6.2. **OUTCOME 2 COMMENTS:** Lander University has skilled craftsmen in the respective construction disciplines; mechanical, electrical, construction, etc... The university prides itself on the ability to perform quality renovations , within the guidelines set forth by the state procurement code, throughout the buildings of the campus. At times, there may be a series of inter-dependent project phases where timing and coordination between the project crew and the respective departments across campus, to ensure minimal disruption to campus and academic operations. For projects to be self-performed, there are actual and real limitations to the quality and volume of work that can be expected to be performed. There are "late-summer" projects that are brought to the attention of the Physical Plant, where there are not any resources not always committed to execute the project. If the university cares not to allow contractors to complete the work, then the project cannot be completed. This situation normally occurs during the summer months.

2.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** Continued monitoring of the Physical Plant's Maintenance Staff and the forecasted building projects. Based on the complexity factor of a respective project, outside contractors may be procured to lead or assist in the project. During the summer months, the Physical Plant has gained approval to bolster the labor ranks throughout the all disciplines.

2.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** All procured resources (materials and/or labor), will have to secure the University's approval, prior to commencing.

2.6.3. **OUTCOME 3 COMMENTS:** The Engineering Services Department's project responsibilities include the Capital Permanent Improvement Projects (PIP) that are equal to or exceed \$1,000,000, projects that exceed the Lander University Procurement Certification of \$200,000 but yet fall under the \$1,000,000 PIP threshold, as well as projects that fall below the Lander University Procurement Certification Limit of \$200,000. For the majority of projects, there is extensive coordination between the Engineering Services Department, the Physical Plant, and the affected areas across campus. The Capital Permanent Improvement Projects have an approval process that involves securing CHE's approval, The JBRC Committee's Approval and the approval of the State Fiscal Accountability Boards approval. All other projects described above, require the university's approval and funding, prior to commencing any resources.

PEES Gym Flooring	The replacement of water damaged maple hardwood flooring of the PEES Basketball Courts
Student Lounge	The construction of a student lounge in the Grier Student Center
SSS Building Access	The demolition and construction of new concrete steps, handrails, and an ADA Compliant Ramp
Arena Parking Lot	The necessary demolition and re-surfacing of a portion of the Arena Parking Lot
Barratt Hall	The removal and replacement of the HVAC Cooling Tower
Grier Student Center	The repair of the entrance lintel to the Johnston Commons, the repair involved the replacement of the storefront windows located above the lintel and the addition of an EFIS panel to replace the demolished bricks
Press Box Renovation	The addition of exterior siding, interior flooring, and repairs associated with the entrance stairs
Grier Chiller Replacement	The OSE design and procurement for a new chiller. The initial solicitation ended up with all bids refused, due to the over-budget condition. The project re-design and solicitation was successful. The field work to commence upon delivery of the chiller from the manufacturer.
Sidewalk Project	Annual concrete sidewalk replacement. Primarily, the sidewalk adjacent to the Willson Street extension in front of the Science Building.
Arena ADA Parking	Relocating eight ADA parking spaces to an area adjacent to an existing sidewalk. The sidewalk had to be removed and re-poured at a lower elevation to ensure compliance with the American with Disability Act.
Learning Center	The replacement of the existing flooring and furniture of the second 2nd Flooring/ Furniture floor of the Carnell Learning Center
Learning Center	The replacement of a portion of the furniture of the third floor of the 3 rd Floor Furniture of the Carnell Learning Center
Library Study Room	The sub-division of a meeting room of the Jackson Library. The room was divided into two student study room. Project involved new glass storefront and ceilings
Phone System	The procurement of a new digital phone system for the university. Hardware replacement to commence by October 1 st , 2018.
Campus Tennis Courts	The investigation into the feasibility of resurfacing the on-campus tennis courts Re-surfacing. Project to include extensive crack repair and the options of including Pickle ball and basketball on three of the seven courts
Art Annex Classroom	The construction of a first floor classroom of the Art Annex. Construction includes creating additional working space above a portion of the classroom.
Art Annex Roofing	Conduct the analysis of the condition of the Art Annex Roof and the development of probable re-roofing costs.

Arena and PEES	Conduct the analysis of the condition of the Sports Arena and the PEES Building and the development of probable re-roofing costs.
Laura Lander Hall	The replacement of the carpeting on the second floor of Laura Lander Hall
Barratt Hall Flooring	The replacement of the LVT Tile in Barratt Hall. The LVT flooring replacement was undertaken due to a manufacturer's quality control issue.
American Legion	The recent acquisition of the American Legion Building involved the following repairs and improvements: Asbestos Flooring Abatement, replacement LVT tile, painting, and replacement furniture
Bearcat Village	The replacement of 20 shower stalls at Bearcat Village. This involved the demolition, installation and all finish work to ready the showers for use.
Centennial Hall	The painting of the interior spaces of Centennial Hall.
Lide Housing	The upgrade of existing interior lighting at the Lide Housing Complex to LED fixtures.
Science Bldg.	The construction of an electron microscope laboratory in the basement of the Science Building. The project also involved the infrastructure to operate the microscope (electrical, cooling system, etc...
Science Building Faculty Office	The construction of a faculty office in the Science Building.
Cultural Center	Conduct a study to evaluate the OSHA standards and actual laboratory Ceramic Lab conditions for the Ceramic lab airborne contaminants
	Student Counselor. The construction of an office in the Student Health Services Building Office
Bearcat Village	The addition of 87 student bedroom furniture suites

2.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** The Engineering Services Department was once staffed with three positions: Director of Engineering, Assistant Campus Engineer, and an administrative assistant. Currently, the Director is the only filled position. There lack of support significantly impacts the departments ability to procure and provide project management.

2.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Any staff positions filled will be utilized immediately.

2.6.4. **OUTCOME 4 COMMENTS:** [Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.](#)

2.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** [Click here to enter dollar amount/other resources required.](#)

2.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** [Click here to enter explanation of how the resources will be used to achieve or sustain results.](#)

2.6.5. **OUTCOME 5 COMMENTS:**

2.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** Click here to enter dollar amount/other resources required.

2.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

2.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

The project work is a significant area of responsibility for the Engineering Department, Physical Plant, and the Grounds Maintenance Department. The projects consume a tremendous amount of resources (funding, labor, procurement services solicitations). The planning for the next summer normally commences immediately after the conclusion of the current summer. Project funding priorities must be determined, procurement methods established, specifications and drawings developed well in advance to allow for a timely start, ensuring completion by the desired time.

2.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: To ensure realistic completions of projects, the necessary planning needs to be completed sufficiently in advance to allow all facets of the project to be executed properly and in a timely manner.

3. UNIT/PROGRAM GOAL 3: Click here to enter Unit/Program Goal. i.e.: “To demonstrate the ability to...”

3.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: Choose a Pillar

3.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: Click here to enter Timeframe (Fall 2017, Academic Year 2017-2018, etc.)

3.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES³

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
3.3.1 Outcome 1: click here to enter Indicator of Success/Student Learning Outcome 1.	Click here to enter Outcome 1 Summary Data.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Meets” the expectations of the unit/program.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 1: Score.
3.3.2 Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2.	Click here to enter Outcome 2 Summary Data.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 2: Score.

³ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

3.3.3 Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3.	Click here to enter Outcome 3 Summary Data.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 3: Score.
3.3.4 Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4.	Click here to enter Outcome 4 Summary Data.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 4: Score.
3.3.5 Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5.	Click here to enter Outcome 5 Summary Data.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 5: Score.

3.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** Click here to add an average score (i.e.: Outcome 1 Score = 3 + Outcome Score 2 = 1 + Outcome 3 Score = 1 + Outcome 4 Score = 2 + Outcome 5 Score = 3. Total of Outcome Scores 1 – 5 = 10 ÷ 5 Total Outcomes = 2.00.)

3.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:

Indicator of Success	Assessment Instruments	Frequency of Assessment
3.5.1.	Outcome 1: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 1.	Outcome 1: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 1.
3.5.2.	Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2.	Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2.
3.5.3.	Outcome 3: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 3.	Outcome 3: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 3.
3.5.4.	Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4.	Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4.
3.5.5.	Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5.	Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5.

3.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: Click here to enter a review date.

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

3.6.1. **OUTCOME 1 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

3.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Click here to enter dollar amount/other resources required.

3.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

- 3.6.2. **OUTCOME 2 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 3.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** Click here to enter dollar amount/other resources required.
 - 3.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 3.6.3. **OUTCOME 3 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 3.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** Click here to enter dollar amount/other resources required.
 - 3.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 3.6.4. **OUTCOME 4 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 3.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** Click here to enter dollar amount/other resources required.
 - 3.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 3.6.5. **OUTCOME 5 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 3.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** Click here to enter dollar amount/other resources required.

3.6.5.2. EXPLANATION OF HOW RESOURCES WILL BE USED: Click here to enter explanation of how the resources will be used to achieve or sustain results.

3.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

Click here to enter a discussion of the assessment results of all Expected Outcomes combined.

3.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: Click here to list the changes made/proposed to the program as a result of an analysis of the assessment results. Please be concise yet thorough.

4. UNIT/PROGRAM GOAL 4: Click here to enter Unit/Program Goal. i.e.: “To demonstrate the ability to...”

4.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** Choose a Pillar

4.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Click here to enter Timeframe (Fall 2017, Academic Year 2017-2018, etc.)

4.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES⁴**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
4.3.1 Outcome 1: click here to enter Indicator of Success/Student Learning Outcome 1.	Click here to enter Outcome 1 Summary Data.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Meets” the expectations of the unit/program.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 1: Score.
4.3.2 Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2.	Click here to enter Outcome 2 Summary Data.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 2: Score.

⁴ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

4.3.3 Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3.	Click here to enter Outcome 3 Summary Data.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 3: Score.
4.3.4 Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4.	Click here to enter Outcome 4 Summary Data.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 4: Score.
4.3.5 Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5.	Click here to enter Outcome 5 Summary Data.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 5: Score.

4.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** Click here to add an average score (i.e.: Outcome 1 Score = 3 + Outcome Score 2 = 1 + Outcome 3 Score = 1 + Outcome 4 Score = 2 + Outcome 5 Score = 3. Total of Outcome Scores 1 – 5 = 10 ÷ 5 Total Outcomes = 2.00.)

4.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:

Indicator of Success	Assessment Instruments	Frequency of Assessment
4.5.1.	Outcome 1: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 1.	Outcome 1: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 1.
4.5.2.	Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2.	Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2.
4.5.3.	Outcome 3: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 3.	Outcome 3: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 3.
4.5.4.	Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4.	Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4.
4.5.5.	Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5.	Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5.

4.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: Click here to enter a review date.

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

4.6.1. **OUTCOME 1 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

4.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Click here to enter dollar amount/other resources required.

4.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

- 4.6.2. **OUTCOME 2 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 4.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** Click here to enter dollar amount/other resources required.
 - 4.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 4.6.3. **OUTCOME 3 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 4.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** Click here to enter dollar amount/other resources required.
 - 4.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 4.6.4. **OUTCOME 4 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 4.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** Click here to enter dollar amount/other resources required.
 - 4.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 4.6.5. **OUTCOME 5 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
 - 4.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** Click here to enter dollar amount/other resources required.

4.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

4.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

Click here to enter a discussion of the assessment results of all Expected Outcomes combined.

4.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: Click here to list the changes made/proposed to the program as a result of an analysis of the assessment results. Please be concise yet thorough.

5. UNIT/PROGRAM GOAL 5: Click here to enter Unit/Program Goal. i.e.: “To demonstrate the ability to...”

5.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** Choose a Pillar

5.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Click here to enter Timeframe (Fall 2017, Academic Year 2017-2018, etc.)

5.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES⁵**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
5.3.1 Outcome 1: click here to enter Indicator of Success/Student Learning Outcome 1.	Click here to enter Outcome 1 Summary Data.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Meets” the expectations of the unit/program.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 1: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 1 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 1: Score.
5.3.2 Outcome 2: click here to enter Indicator of Success/Student Learning Outcome 2.	Click here to enter Outcome 2 Summary Data.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Partially Meets” the expectations of the unit/program.	Outcome 2: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 2 (i.e.: a score, a range of scores) describing a level of attainment which “Does Not Meet” the expectations of the unit/program.	Outcome 2: Score.

⁵ Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

5.3.3	Outcome 3: click here to enter Indicator of Success/Student Learning Outcome 3.	Click here to enter Outcome 3 Summary Data.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 3: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 3 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 3: Score.
5.3.4	Outcome 4: click here to enter Indicator of Success/Student Learning Outcome 4.	Click here to enter Outcome 4 Summary Data.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 4: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 4 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 4: Score.
5.3.5	Outcome 5: click here to enter Indicator of Success/Student Learning Outcome 5.	Click here to enter Outcome 5 Summary Data.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Meets" the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Partially Meets" the expectations of the unit/program.	Outcome 5: click here to enter a specific and measurable outcome for Indicator of Success/Student Learning Outcome 5 (i.e.: a score, a range of scores) describing a level of attainment which "Does Not Meet" the expectations of the unit/program.	Outcome 5: Score.

5.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** Click here to add an average score (i.e.: Outcome 1 Score = 3 + Outcome Score 2 = 1 + Outcome 3 Score = 1 + Outcome 4 Score = 2 + Outcome 5 Score = 3. Total of Outcome Scores 1 – 5 = 10 ÷ 5 Total Outcomes = 2.00.)

5.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:

Indicator of Success	Assessment Instruments	Frequency of Assessment
5.5.1.	Outcome 1: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 1.	Outcome 1: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 1.
5.5.2.	Outcome 2: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 2.	Outcome 2: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 2.
5.5.3.	Outcome 3: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 3.	Outcome 3: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 3.
5.5.4.	Outcome 4: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 4.	Outcome 4: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 4.
5.5.5.	Outcome 5: click here to enter the assessment instrument used for Indicator of Success/Student Learning Outcome 5.	Outcome 5: click here to enter the frequency of assessment for Indicator of Success/Student Learning Outcome 5.

5.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: Click here to enter a review date.

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

5.6.1. **OUTCOME 1 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.

5.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** Click here to enter dollar amount/other resources required.

5.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

- 5.6.2. **OUTCOME 2 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
- 5.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** Click here to enter dollar amount/other resources required.
- 5.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 5.6.3. **OUTCOME 3 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
- 5.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** Click here to enter dollar amount/other resources required.
- 5.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 5.6.4. **OUTCOME 4 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
- 5.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** Click here to enter dollar amount/other resources required.
- 5.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.
- 5.6.5. **OUTCOME 5 COMMENTS:** Click here to enter a discussion of the assessment results and actions taken to improve the unit/program based on an analysis of assessment data.
- 5.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** Click here to enter dollar amount/other resources required.

5.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Click here to enter explanation of how the resources will be used to achieve or sustain results.

5.7. SUMMARY COMMENTS FOR OUTCOMES 1-5:

Click here to enter a discussion of the assessment results of all Expected Outcomes combined.

5.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-5: Click here to list the changes made/proposed to the program as a result of an analysis of the assessment results. Please be concise yet thorough.